**10 example objection‑handling scripts**

Below are **10 example objection‑handling scripts** tailored for a **house‑cleaning** business. Swap in your company name, real numbers, and specific success stories to make them your own!

**1. “It’s too expensive.”**

**Response:**  
“I completely understand—budget matters. Many clients felt the same until they saw how a single deep‑clean saved them hours each week and extended their carpet lifespan, avoiding a costly replacement. If our service paid for itself by freeing up your weekend—and protecting your floors—would you be open to moving forward?”

**2. “We don’t have the budget right now.”**

**Response:**  
“Totally fair. That’s why we offer a **trial week** at 50% off for first‑time customers. It gives you a risk‑free way to experience our quality. After that, you decide if you want to continue at full price. Would you like to try that approach?”

**3. “I already use another cleaning service.”**

**Response:**  
“Great—you clearly value a clean home! What do you like most about them? Often we can complement existing routines by focusing on those overlooked areas (like baseboards or window tracks). Could we schedule one specialized deep‑clean to show you the difference?”

**4. “I need to think about it.”**

**Response:**  
“Of course—choosing the right cleaner is important. What’s the one piece of information you’d need to decide today? I can email you a detailed before‑and‑after photo gallery or client testimonials in the next 10 minutes.”

**5. “We tried a cleaning service before and weren’t happy.”**

**Response:**  
“I’m sorry to hear that. Can you share what fell short? Our approach guarantees satisfaction: if you’re unhappy with any room, we’ll re‑clean it at no extra charge. Would that assurance make you feel more comfortable giving us a try?”

**6. “I prefer to clean myself.”**

**Response:**  
“I respect that—many of our clients started on their own. What they discovered is that outsourcing frees up time for family, hobbies, or extra work hours. If I could show you how just two hours with us could give you back an entire afternoon each week, would you consider it?”

**7. “I’m not comfortable having strangers in my home.”**

**Response:**  
“Your trust is critical. All our cleaners are background‑checked, fully insured, and wear branded uniforms. Plus, we provide a 100% satisfaction guarantee. If anything isn’t perfect, we’ll return within 24 hours to make it right. Does that address your concerns?”

**8. “My home isn’t dirty enough.”**

**Response:**  
“Understood—regular maintenance is key. Our **maintenance clean** focuses on quick dusting, vacuuming, and sanitising high‑touch areas in just 1–2 hours. It keeps your home fresh without needing a full deep‑clean. Would you like to start with that?”

**9. “I don’t have time to prep for you.”**

**Response:**  
“No worries—our team handles most prep. Just point us to the main living areas, and we’ll manage the rest. We even bring our own supplies and drop cloths. All we need is a clear path and 10 minutes of your time to walk us through any special requests.”

**10. “I’m concerned about cleaning chemicals.”**

**Response:**  
“Absolutely—health matters. We offer 100% eco‑friendly, scent‑free cleaners that are safe for kids and pets. We’ll even let you choose your preferred products before service. Would you like us to use our plant‑based standard or a fragrance‑free option?”

**Note:** These are **example scripts**—customize every placeholder ([price], [guarantee], etc.) and insert your real testimonials or data so the objection‑handling feels genuine and powerful for your house‑cleaning business.

**Want more FREE Resources?**

**Visit:** [**Business Growth Club**](https://www.businessgrowthclub.com.au/)

**[A logo with text on it

AI-generated content may be incorrect.](https://www.businessgrowthclub.com.au/)**